



Complaints and Reporting Policy for NC State University

This is what was found by NC State FER URGE at North Carolina State University on policies for handling complaints, the reporting process, resources, and possible outcomes. The information reported in this document is all publicly available information about the complaint reporting process that can be found through NC State's website. Further clarification on unclear parts of the process and lower level departmental or college-level reporting will be added as this group continues to learn more and communicate with other groups working on justice, equity, diversity, and inclusivity issues within our department.

The link(s) to the reporting policy at our organization are here:

Organization, Company, University Policies: <https://policies.ncsu.edu/regulation/reg-04-25-02/>

Are reporting policies regularly reviewed? What is the process for changing policy?

It looks like the policies are reviewed every 3-5 years. The Chancellor must approve changes to the policy, but it looks like it is reviewed by committee. There is a form for making suggestions to changes.

Are the rates of reporting made publicly available (e.g. # of reports each year)?

Yes:

https://diversity.ncsu.edu/wp-content/uploads/2020/10/OIED_Annual_Report_2020.pdf

From the 2020 report: "This year, EOE received 128 complaints of alleged discrimination and harassment based on a protected class. These complaints totaled 175 alleged policy violations. Of the total complaints, 41 were against students and 87 were against employees."

What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?

Reports can be made by students or employees to the Office for Institutional Equity and Diversity, which has a Bias Impact Response Team. Complaints can also be made to

University Police, Equal Employment Opportunity Commission (EEOC), the Office of Administrative Hearings-Civil Rights Division (OAH-CRD), the U.S. Department of Education, or Office for Civil Rights (OCR). Complaints can also be made to NC State Human Resources.

Reporting to supervisors or other NC State employees responsible for overseeing other employees is also an option as these employees are mandatory reporters of major claims.

Who are the designated individuals/positions for reporting incidents?

Anyone can report an incident.

Responsible Employees (from <https://diversity.ncsu.edu/responsible-employees/>)

- All vice chancellors, associate and assistant vice chancellors.
- The provost, senior vice provosts, vice provosts and associate vice provosts.
- **Colleges:** All deans, associate and assistant deans, department heads, associate department heads, directors of undergraduate and/or graduate programs, and selected service professionals, academic advisors, program directors and student career counselors as identified by the college's dean.
- All faculty and staff **advisors of registered and/or recognized student organizations.**
- **Division of Academic and Student Affairs:** All DASA personnel with the exception of employees in Student Health Services, Counseling Center professional staff and pastoral counselors, administrative assistants and human resources or finance employees.
- **International Affairs:** All professional/EHRA staff.
- **Enrollment Management and Services:** Selected personnel as identified by the vice provost for enrollment management and services and the university registrar.
- **Office for Institutional Equity and Diversity:** All professional/EHRA staff.
- **Park Scholarships:** All professional/EHRA staff.
- **Goodnight Scholars Program:** All professional/EHRA staff.
- **Caldwell Fellows:** All professional/EHRA staff.
- **Athletics:** All directors, coaches and trainers.

- **Centers and Institutes:** Selected personnel as identified by the vice chancellor for research, innovation and economic development, the executive vice chancellor and provost, and/or deans having supervisory authority over the center or institute.
- **Environmental Health and Public Safety:** Selected personnel as identified by the associate vice chancellor for environmental health and public safety.
- **University Police:** All personnel.
- **Campus Enterprises:** Selected personnel as identified by the associate vice chancellor for campus enterprises.
- **Human Resources:** Selected personnel as identified by the associate vice chancellor for human resources.

Can reports be made online? Where? Yes/No, Link Anonymously? Yes/No

Yes: https://cm.maxient.com/reportingform.php?NCStateUniv&layout_id=4

<https://provost.ncsu.edu/institutional-quality/accreditation/written-student-complaints/>

Yes

Who do in-person and online reports go to? Who has access to see reports?

Office for Institutional Equity and Diversity or NC State Human Resources depending on the complaint. It is unclear who can and cannot see the report. Confidentiality is not guaranteed, although reports can be submitted anonymously.

Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization?

Police are only included in the process if a criminal charge is pressed by the complainant.

What are the outcomes or consequences for reported individuals?

For students, copies of the investigation are reported to the Office of Student Conduct, who decide on disciplinary procedures. For employees, supervisors, the Office of Employee Relations, and other relevant parties are given copies of the report and the Office for Institutional Equity and Diversity follows up about consequences.

Who decides the outcomes/consequences? What is the process?

See above. Process is unclear.

Are reports tracked? Yes/No How are they tracked? By who?

Numbers are tracked by the Office for Institutional Equity and Diversity.

Are repeated complaints escalated to a disciplinary board? What is the process?

Unclear

What resources are available for individuals reporting?

<https://diversity.ncsu.edu/reporting-resources/>

<https://diversity.ncsu.edu/complainant-resources>

Counselors, confidential and non-confidential emotional support, medical care, community support, relocation, rescheduling, no contact orders, GLBT Center, African American Cultural Center, Women's Center, Disability Resources Office, Student Legal Service, Student Ombuds

Recourse for reporting retaliation and appeals

• What resources are available to groups raising issues or proposing changes?

<https://protectthepack.dasa.ncsu.edu/discrimination/>

<https://policies.ncsu.edu/feedback/?pr=REG.04.25.02>

Leadership does ask students for input to strategic planning.

Our suggestions for improvement:

- A place for students to report to fellow students
- A public audit of past incidents and how they were resolved
 - To ensure that the process is not inherently biased toward inactivity. Have some underlying understanding of the percentage of complaints that result in either systematic or punitive action.
- Clear department level complaint system

